

DEPARTMENT OF ENVIRONMENTAL QUALITY

OFFICE OF INFORMATION TECHNOLOGY FY 2004 GOALS

IT STRATEGIC GOALS

Support the Department of Environmental Quality's mission by providing DEQ, regulated entities, and the public with simple access to accurate information that answers environmental questions and improves the way DEQ does business.

- Provide technical support for the Environmental Information Management Initiative. ^{EIMI}
- Ensure DEQ network resource availability and functionality in support of DEQ business processes.
- Support the development and evolution of technology and information standards focusing on egovernment solutions.
- Provide development and data base support of DEQ business processes.
- Provide efficient management of enterprise-level information resources.
- Ensure the prompt restoration of critical automated business processes and systems after a disruptive event.

IT ANNUAL GOALS

1. Develop a comprehensive business continuity plan in conjunction with the EIMI technical and business committees. ^{EIMI}

Measures:

- a. Create redundancy on all critical components of the network.
- b. Simplify and optimize the business restoration process.
- c. Document business restoration processes and cross train IT employees in the restoration procedures.
- d. Maintain a schedule of recommended hardware replacements.
- e. Maintain backup and restoration software at latest release levels.

- f. Provide quarterly reports to EIMI steering committee on network space utilization and employees not in compliance with departmental guidelines.
2. Support the deployment of new enterprise, division and program databases.

Measures:

- a. In conjunction with the EIMI technical committee, develop standards and guidelines for determining if a project requires an enterprise level solution.
 - b. Develop database and application software as requested to support the EIMI project.
 - c. Begin process of migrating financial, administrative and IT-supported division information systems to the Oracle platform.
 - Move DSHW used oil-tracking system to Oracle.
 - Move time sheet system to Oracle.
 - Move DP-1 system to Oracle.
3. Design, develop and implement the integrated information management information system. Establish a single point of data entry and information stewardship.

Measures:

- a. Provide integrated information management approach.
 - b. Develop a uniform method of data entry into all legacy databases.
 - c. Develop uniform data validation, accuracy, consistency and reasonableness checks at point of data entry.
 - d. Upgrade design, role and functionality of CIM database.
4. Promote the Utah exchange node on the national environmental information exchange network to full production status by participation in the Node 1.0 national project.

Measures:

- a. Participate in air compliance node reporting.

- b. Participate in development and implementation of XML schema as developed by the network steering board.
- 5. Acquire and train staff on network analysis tools.

Measures:

- a. Develop expertise on analytic software to solve network performance issues.
- 6. Upgrade GroupWise to latest release levels.

Measures:

- a. Upgrade all servers from GroupWise 5.x to 6.x
- 7. Upgrade Novell network and software management capabilities.

Measures:

- a. Install Novell ZenWorks 3.x
 - b. Review and streamline procedures required to deploy applications in the Novell Application Launcher (NAL)
 - c. Upgrade software and apply service patches as required.
- 8. Ensure that DEQ is in compliance with software licensing requirements.

Measures:

- a. Develop system to track and document department-wide licensing.
 - b. Create software to document real-time license use.
 - c. Perform annual audit of licensing conformance with report submitted to EIMI steering committee.
 - d. Begin phase-out of obsolete and redundant application software
 - Develop proposal for phased withdrawal of obsolete and redundant application software and present to EIMI steering committee for approval

9. Enhance IT team customer service and support skills by participation in formalized technical and support training.

Measures:

- a. Develop formalized training program for each IT employee.
10. Support transition of DSHW document management system into production status and assist with migration of document management service to other divisions.

Measures:

- a. Configure server for fail-safe configuration.
- b. Develop server capacity projections.
- c. Participate in the post-contractor support of project.
- d. Assist in loading of documents and data to Oracle.